

Workgroup managers consolidate efforts for mobility success at TACC, Fairchild AFB

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SCOTT AIR FORCE BASE, ILL. — Leading the Air Force in efficient information technology support, the 18th Air Force Tanker Airlift Control Center is celebrating its first year of consolidated workgroup management. Thanks to this first-ever team of consolidated workgroup managers, global mobility warriors the world over are treated to a tremendous boost in service.

The TACC is comprised of more than 800 people responsible for Air Mobility Command's worldwide Air Operations Center.

All aspects of air mobility missions, from flight planning, to coordinating air refueling, to in-transit visibility of anything being moved by air are handled in the TACC. At the front line of support to this mission is a dedicated team of 20 workgroup managers who maintain 24x7 operations in support of the TACC's nine directorates, hundreds of computers, and complex systems architecture.

Previously, IT support to the TACC was segmented, communication and cross flow among directorate workgroup managers was limited, equipment configurations were not standardized, and training varied from section to section.

In 2003, plans were completed to improve the TACC support by consolidating WM activity. The TACC and the 805th Communications Support Squadron, under the AMC Communications Group, created a manpower pool of workgroup managers whose sole job is to accomplish their specific tasks.

To do this, workgroup managers from each TACC directorate and some from the 805th CSPTS were consolidated into one element to focus on IT support. **This reduced the number of workgroup managers supporting IT within the TACC from 84 to 20, allowing 64 people to focus on their numerous tasks unrelated to IT support.** TACC leaders were assured their IT support would improve, which proved to be the case.

SUCCESSSES

For the past year, all nine TACC directorates relied on

one-stop shopping for all their IT support needs and success stories are everywhere:

- ▶ customer trouble ticket queues reduced from an average of 50 tickets per shift to less than 5 per shift today;
- ▶ configuration and equipment management of assets totaling \$6 million is now centralized;
- ▶ IT maintenance coordination has dramatically improved; and
- ▶ patches and virus updates are managed more quickly, significantly reducing the TACC's IT vulnerability. In addition, workgroup managers standardized the TACC's desktop computer images enabling them to reduce imaging times from four hours to two minutes.

Beyond the improvements to daily operations, this consolidation

effort enabled WMs to increase the quantity and quality of IT support by better using the technical expertise of the AMC CG. This new IT team now draws on the combined knowledge and resources of the entire AMC CG to provide solutions to complex new requirements staying in synch with the latest command initiatives and security practices. The segmented workgroup manager structures of previous years ultimately prevented the sharing of technical knowledge throughout the TACC. Today's direct tie into

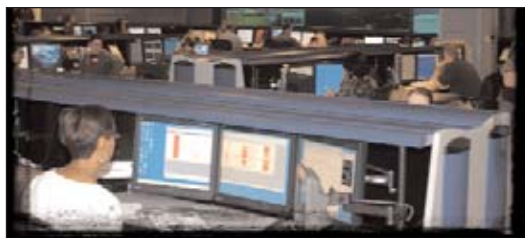
some of the command's finest IT engineers helps to ensure the TACC's mission is supported by the right solutions the first time.

LOOKING AHEAD

Based on the success of this initiative, AMC garnered support from HQ USAF to pursue a pilot test using this technique to support an entire wing. The 92nd Air Refueling Wing at Fairchild AFB, Wash., was selected to host this pilot during this year.

Today, manpower has been allocated to Fairchild AFB to stand-up a 20-person workcenter responsible for servicing all workgroup manager-level IT needs for the wing.

If workgroup manager consolidation proves its metal once again, what started as an idea to fix a local problem in the TACC may become a vision for the future of IT support across AMC and perhaps the Air Force.



TACC SUCCESS

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